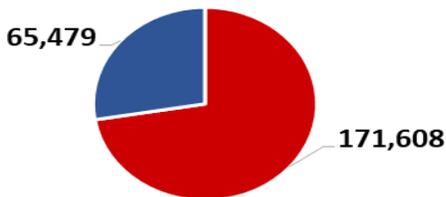


2-1-1 Texas Rio Grande Region Annual Report FY 2017

Calls Offered/Handled



■ 171,608 Calls Offered ■ 65,479 Calls Handled = 38.15%

Handled % was impacted due to the response to Hurricane Harvey

Gender of Callers

Female	52,531
Male	11,022

Access to 211 Services

Phone	63,924
Email	50
Walk In	22
TTY	8

Call Distribution by County

El Paso	49,587
Brewster	166
Culberson	106
Jeff Davis	23
Hudspeth	163
Presidio	166
Other Texas Counties	12,768

Top 10 Presenting Needs

Rent Payment Assistance	3,214
Electric Service Payment Assistance	2,435
Food Pantries	1,885
Child Care Expense Assistance	1,019
Housing Authorities	972
Water service Payment Assistance	918
Gas Service Payment Assistance	856
VITA Program Sites	811
Low Income/Subsidized Housing	683
Medical Appointments Transportation	658

Top 10 Unmet Needs

Disaster Food Stamps	361
Rent Payment Assistance	100
Mortgage Payment Assistance	53
Thanksgiving Baskets	50
Electric Service Payment Assistance	49
Gas Money	31
Fans	31
Water Service Payment Assistance	31
Medical Care Expense Assistance	21
Bedding/Linen	18

Call Type

Information	2,312
Referral	30,102
Transfer	29,615
Advocacy	233
Phantom	313
Disconnect	1009
Wrong #	248
Administrative	169
Crisis Intervention	1

Follow Ups

In FY 2017, 2-1-1 made 1,644 follow up calls with 988 (60%) successfully completed.

Top 10 Agencies/Organizations to which referrals were made

Texas Health and Human Services Commission (HHSC)	2,356
EL Paso County General Assistance	1,182
Project Amistad	981
El Paso Community Action Program, Project BRAVO, Inc	892
Project Vida Health Center	750
Public Utility Commission of Texas (PUC)	739
Housing Authority of the City of El Paso	710
Coalition for Family Economic Progress—RG Area	698
Diocesan Council of El Paso	675
Hurricane Harvey—2017	558



2-1-1

2-1-1 Texas Rio Grande Area Information Center

Annual Report

FY 2017



5115 El Paso Drive, El Paso, TX 79905

